

**MILITARY STAR CONTINGENCY
DEPLOYMENT POLICY
(For Army and Air Force Members)**

The Exchange Credit Program is proud to provide our Army and Air Force members the benefit of lower or no interest rates during deployment. AAFES wants to ensure that all Army and Air Force Military Star cardholders receive the necessary information to lessen the hardship of deployment and provide for their families that are left behind. The Military Star deployment policy provides deployed service members whose account is in good standing (i.e., not in “collection” status) two options:

Option 1: A 6% interest rate with no monthly payments and use of the account during the deployment period. This ability to continue using the account extends to any authorized users such as a spouse or family member.

Option 2: A 0% interest rate with no monthly payments during the deployment period. Under this option no charges can be made against the account during the deployment period.

Deployment is defined as travel to an overseas location in conjunction with a Joint Chief of Staff (JCS) deployment order. The deployment order must be for at least 90 days. If the deployment time frame is included, the account will be coded with the date provided. If the time frame is not included, the accounts will be coded for a maximum of 90 days.

Below are the requirements to implement the deployment policy:

1. Unit commanders or their representative will notify the Exchange Customer Contact Center by providing a copy of the deployment orders to include:
 - a. JSC order number:
Service member's SSN
Service member's name
Length/dates of deployment
 - b. Deployment in support of operation “Enduring Freedom” can be met by a letter signed by the Commander stating that the servicemember(s) is being deployed in support of “Enduring Freedom” and the following information:
Service member's SSN
Service member's name
Length/dates of deployment

The unit commander should notify the Exchange Customer Contact Center if the deployment is extended.

If a customer is on hold for returned checks, they will not be able to use the account until the checks are paid.

For information or to request updates to your account such as address changes, authorized users or credit line increases (hardships only), contact the Exchange Customer Contact Center by mail, phone, fax, or email or go to your local store's customer service.

The 6% interest rate is the recommended option for most military members. This option allows the military member and authorized users to continue charging necessary items during the deployment period. However, if the military member prefers the 0% interest, notification can be provided to the Exchange Customer Contact Center.

2. Unit commanders should send deployment listings by one of the following methods:

By mail: Exchange Customer Contact Center

P.O. Box 650524

Dallas, TX 75265-0524

For security reason, by mail is the most secure method.

By fax: COMMERCIAL 214-312-4326

DSN 967-4326

By Internet: deployment@aafes.com

NOTE: IF SENDING BY INTERNET, AN IMAGE OF THE TRAVEL ORDER SHOULD BE INCLUDED

The lists are used to code the accounts for deployment and are stored in a secure location for 6 months after which they are destroyed by a secure method.